

CITY COUNCIL AGENDA ITEM COVER MEMO

FOR AGENDA OF COUNCIL MEETING/WORK SESSION - DATE : 01/12/2012

ACTION REQUESTED BY: Huntsville Utilities

COUNCILMEMBER: N/A **DISTRICT:** N/A

SUBJECT MATTER: Consulting Services/ IVR

EXACT WORDING FOR AGENDA: Resolution authorizing the consultation services for BCM IVR enhancement project. (Utilities: Electric)

ORDINANCE: **RESOLUTION:** X **MOTION:**

(IF AMENDMENT, STATE TITLE AND NUMBER OF ORIGINAL): N/A

ITEM IS TO BE CONSIDERED FOR:

INTRODUCTION: **ACTION:** X **DISCUSSION:**

UNANIMOUS CONSENT REQUIRED? No

BRIEFLY STATE WHY THE ACTION IS REQUESTED; WHY IT IS RECOMMENDED OR NOT RECOMMENDED; WHAT COUNCIL ACTION WILL PROVIDE, ALLOW, OR ACCOMPLISH; ANY ASSOCIATED COST; BUDGETED (?); AND ANY OTHER INFORMATION THAT YOU THINK MIGHT BE HELPFUL. Approval of this work order will allow for the continued improvements to the IVR system to improve response time to the customer. The existing IVR system needs to be streamlined as soon as possible to provide better customer service and reduce wait times for the customers calling in to Huntsville Utilities. Improved response times will also improve our customer satisfaction rating. The total estimated cost to Huntsville Utilities is \$99,700.00. (PR# 10073650)

MAYOR RECOMMENDS OR CONCURS? YES _____ NO _____ N/A _____

SIGNATURE: William C. Pippin, President & CEO **DATE:** 12/16/2011

RESOLUTION NO. 12-_____

WHEREAS, the Huntsville Electric Utility Board has approved Purchase Requisition PR-10073650, which allows Ecenta America to improve the BCM IVR system (to include onsite testing, setting up QA and production and an onsite scoping workshop), at an estimated cost of \$99,700.00; and

WHEREAS, the expenditure of such amount being in excess of the sum of \$25,000.00 requires the consent and approval of the City Council of the City of Huntsville, Alabama.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Huntsville, Alabama, that Ecenta America to improve the BCM IVR system (to include onsite testing, setting up QA and production and an onsite scoping workshop), at an estimated cost of \$99,700.00, be, and the same is hereby approved, and the written consent and approval of the City Council of the City of Huntsville, Alabama, is hereby given to the Huntsville Electric Utility Board for the expenditure of sufficient funds from the proper fund belonging to the Huntsville Electric Utility Board.

ADOPTED this the _____ day of _____, 2012.

President of the City Council of
The City of Huntsville, Alabama

APPROVED this the _____ day of _____, 2012.

Mayor of the City of Huntsville,
Alabama



HUNTSVILLE UTILITIES

Electricity – Natural Gas – Water

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REQUESTS FOR APPROVAL

Purchase Requisition # 10073650

PR# 10073650 – Huntsville Utilities, Ecenta America, IVR Enhancement

For the approval of BCM IVR enhancement from Ecenta America. This will improve response time to the customer which will provide better customer service. The technical service will include onsite testing, setting up QA and production and an onsite scoping workshop.

Total Cost: \$ 99,700.00